

Most Frequent Requests/Needs of Individuals Who Call Ombudsman Programs, by State, 2001

State	FY	State Program (1st request)	Local Program (1st request)	State Program (2nd request)	Local Program (2nd request)	State Program (3rd request)
AK	2001	LTC in Alaska		LTC financing.		Quality of care/life & rights.
AL	2001	Admission agreements	Incident reports	What to look for in a NH	Discharge appeals	Admission Contracts
AR	2001	Medicaid Eligibility	NH Criteria	Residents' Rights	Residents' Rights	NH Criteria
AZ	2001		Care issues		Ombudsman, Medicare/Medicaid	
CA	2001	Bed Holds	Advance Directives	Transfers/Discharge/Evictions	Resident's Rights/Benefits/Svcs	Legal Issues
CO	2001	Residents' Rights	Facility information	Information on facilities	Placement information	Advance Directives
CT	2001					
DC	2001					
DE	2001	Discharge Issues		Advance Directives		Residents' Rights
FL	2001		Ombudsman Program		Information Regarding Facilities	
GA	2001	Ombudsman Program	Ombudsman Program	NH - Other	NH - Services/Care/Policies	NH - Services/Care/Policies
HI	2001	Medicare/Medicaid		Residents' Rights		Questions re future placement
IA	2001	Care issues		Staffing		Residents' Rights
ID	2001	LTC options	Residents' Rights	Residents' Rights	LTC options	Discharge Issues
IL	2001	Residents' Rights	LTC facility selection		Residents' Rights	
IN	2001	Residents' Rights	Transfer/Discharge	Transfer/Discharge	Residents' Rights	Selecting a facility
KS	2001	Residents' Rights	Residents' Rights	Choosing a NH	How to choose NH	Advance Directives
KY	2001	Rts/Benefits/Services	Info re Rts/Benefits/Services	Residents' Rights	Bed Shortage	Bed Shortage
LA	2001	Choosing a facility	Residents' Specific issue	NH Rules/Regs	NH Rules and Regulations	Resources / Referrals
MA	2001	Problems/Grievances/Work w facilit	Residents' Rights	Choosing a NH	How to choose NH	Residents' Rights
MD	2001	General NH Information	Selection and placement issues	Quality of Care	Resident's Rights	Financial Information
ME	2001	Placement/access to home care	Service reduction	Appeal procedures	Staffing	Residents' Rights
MI	2001					
MN	2001	Case Mix	Care issues	Transfer/Discharge	Transfer/Discharge	care issues, food, choice, staffing
MO	2001	Transfer/discharge information	Residents' Rights	Placement	Placement	Medicare/Medicaid eligibility
MS	2001	Residents' Rights and Care	Admission/Discharge/Transfer	Involuntary Discharge and Transfe	Residents' Rights	Complaint Procedure & Process
MT	2001	Care&Treatment/Regs Clarification	Services/Benefits	Guardianship and Power of Attorn	Care and Treatment Issues	Services/Benefits
NC	2001	LTC placement	Residents' Rights	Legal rights	LTC placement/facility info	Complaints
ND	2001	Resident's Rights	Durable Power of Attorney	Advance Directives	Transfer/Discharge	Billing Questions
NE	2001	Unresponsv Facility; complt proc	Adequacy of care	Adequacy of care	Unresponsv Facility; complt proc	Involuntary discharge
NH	2001					
NJ	2001	Billing disputes	Quality of life/quality of care	Referral to other agencies	Patients' Rights	Patients' Rights
NM	2001	Staff Shortage	Placement Issues	Placement Issues	Quality of Care	Abuse, Neglect and Exploitation Is
NV	2001	LTC Placement		Discharge		Residents' Rights
NY	2001					
OH	2001	Medicaid	Medicaid	Billing	POA, guardianship, etc	Rights
OK	2001	Choosing a facility	Choosing a Facility	Facility Laws and Regulations	State and Federal Regulations	Resident Care and Rights
OR	2001	Placement information	Placements	Medicaid	Guardianship/conservatorship	Guardians/Consrv, Rts/Bene/Svcs
PA	2001	MA, Medicare, and Payment	Residents' Rights	Residents' Rights	Selecting a Facility	Transfer/Discharge
PR	2001	Family conflicts	Placement alternatives	Placement options	Board and care facilities regs	Licensing procedures
RI	2001	Facilities near the families homes.		Family want side rails used		Lack of appropriate care.
SC	2001					
SD	2001	Staffing Requirements	Staffing Requirements	Clarification of Regulations	Clarification of Regulations	Discharge Requirements
TN	2001	Residents' Rights	Choosing a NH	Location of NH	Resident Care Issues	Problem with Conservator
TX	2001	Selecting a LTC facility	Choosing a LTC facility	Need local ombudsman services	Medicaid/Medicare, LTC insur, etc	Volunteer opportunities
UT	2001	Assisted Living/Ombudsman Rules	Abuse/neglect/exploitation	Placement	Choosing/placement in a facility.	Medicaid/Medicare; Resources
VA	2001	General information on LTC	LTC Ombudsman Program	Care regulations/standards	General information on LTC	LTC Ombudsman Program
VT	2001	Financing LTC	Care issues	Advance Directives	Facility lists/placement issues	Facility lists/placement issues
WA	2001	LTC Ombudsman Program	LTC Ombudsman Program	System/Others	Care	Abuse and Neglect
WI	2001	Residents' Rights	Care & Treatment Problems	Type/Availability of LTC Services	Residents' Rights	
WV	2001	Advocate re abused/neglected res	LTC Facilities	Medicaid/Medicare	Ombudsman Program	Care continuum for senior citizens

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WY 2001 Placement issues Public benefits Payment issues Placement issues Adult Protective services

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Local Program (3rd request)

Family member regarding their rts
Medicaid Eligibility
admission, transfer, discharge
Placement Assistance
Medicare/Medicaid St/Fed Guidel

Residents' Rights
Resident's Rights

Legal Issues
NF payment/spousal impoverishmt
Selecting a facility
Advance Directives, POA
Access to Information
Ombudsman Program
Dealing w/ probs in LTC setting
Quality of Care
Residents' Rights

case mix concerns and staffing
Guardianship issues
Dignity, Respect & Staff Attitudes
Residents' Rights
Difficult behaviors
Guardianship
Involuntary discharge

Family inquiries
Residents' Rights Issues

Abuse, Neglect and Exploitation
Handling Family/Resid Complaints
Medicaid
Payment
Residents' rights

Discharge Requirements
Abuse/Neglect
Ombudsman role/responsibilities
Guardians, Own/others Rts, etc.
Info on Specific LTC facilities
Residents' Rights
Activities
Empowering Residents & Families
Finan/Health Care decision mkg

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Elder rights